

# GUIDANCE FOR RESTAURANTS, CAFES, PUBS, AND BARS

## Overview

Under current Chief Medical Officer of Health Orders, businesses and entities are required to:

- implement practices to minimize the risk of transmission of infection among attendees;
- provide procedures for rapid response if an attendee develops symptoms of illness;
- ensure that attendees maintain high levels of sanitation and personal hygiene;
- comply, to the extent possible, with the [COVID-19 General Relaunch Guidance](#), this guidance, and any other applicable Alberta Health guidance found at: <https://www.alberta.ca/biz-connect.aspx>.

This document has been developed to support operators of restaurants, cafes, pubs and bars in reducing the risk of transmission of COVID-19 among attendees (including workers, volunteers, patrons and the general public). The guidance provided outlines public health and infection prevention and control measures, specific to these settings.

Operators are required to follow the [Food Regulation](#) and [Food Retail and Foodservices Code](#) and existing occupational health and safety requirements.

This document and the guidance within it is subject to change and will be updated as needed. Current information related to COVID-19 can be found: <https://www.alberta.ca/covid-19-information.aspx>

## COVID-19 Risk Mitigation

### General Guidance

- Encourage and facilitate staff and clients to stay up to date with developments related to [COVID-19](#).
- Notify staff and clients of the steps being taken to prevent the risk of transmission, and the importance of their roles in these measures.
  - COVID-19 signage should be posted in highly visible locations:
    - “Help prevent the spread” posters are [available](#).
    - When possible, provide necessary information in languages that are preferred by clients.
- All Albertans must follow CMOH Order 05-2020, which establishes legal requirements for quarantine and isolation.
  - Anyone with symptoms of COVID-19; with a history of international travel in the last 14 days; or with close contact with a confirmed case of COVID-19 in the past 14 days must remain at home.

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	<p>To support public health contact tracing efforts in the event that a staff member or client tests positive, operators should consider collecting the names and contact information of clients and staff on shift.</p> <ul style="list-style-type: none"> <li>• Providing information is voluntary for clients. An organization must obtain an individual’s consent and notify them about the purpose and legal authority for the collection.             <ul style="list-style-type: none"> <li>○ Any personal information that is collected for COVID-19 contact tracing can only be used for this purpose</li> </ul> </li> <li>• Information about clients will only be requested by Alberta Health Services if a potential exposure occurs onsite.</li> <li>• Records should only be kept for 2 weeks. An organization must make reasonable security arrangements to protect the personal information.</li> <li>• For more information, the Office of the Information and Privacy Commissioner has released <a href="#">Pandemic FAQ: Customer Lists</a> about collecting personal information from customers during the COVID-19 pandemic.</li> <li>• For questions about your obligations under PIPA, please contact the FOIP-PIPA Help Desk by phone at 780-427-5848 or by email at <a href="mailto:sa.accessandprivacy@gov.ab.ca">sa.accessandprivacy@gov.ab.ca</a>.</li> </ul>
<p><b>Screening &amp; Response Plan</b></p>	<p>Operators should:</p> <ul style="list-style-type: none"> <li>• Post <a href="#">signs</a> that instruct those who are required to isolate to not enter.</li> <li>• Consider implementing active screening of patrons and staff for symptoms of fever, sore throat, cough, runny nose or difficulty breathing.             <ul style="list-style-type: none"> <li>○ Operators may choose to use <a href="#">Alberta Health Daily Checklist</a>.</li> <li>○ The Alberta Health Services <a href="#">COVID-19 Self-Assessment tool</a> can be used to arrange testing.</li> </ul> </li> <li>• Develop a rapid response plan that sets out a fast-action plan for operators when a staff member or client shows symptoms or tests positive for COVID-19.</li> <li>• Staff should be familiar with and follow the rapid response plan if an attendee starts feeling symptoms during a shift. This should include:             <ul style="list-style-type: none"> <li>○ Immediately isolating the attendee from others.</li> <li>○ Cleaning and disinfecting all surfaces that may have come into contact with the symptomatic attendee.</li> <li>○ Requiring hand hygiene and masking of the attendee.</li> </ul> </li> <li>• The attendee must isolate as soon as possible.</li> </ul>
<p><b>Dining Areas</b></p>	<p><b>There is no cap on capacity for restaurants, cafes, pubs and bars, as long as there is a 2 metre distance or appropriate barriers between dining parties:</b></p> <ul style="list-style-type: none"> <li>• <b>No more than 6 individuals should be seated at a table;</b> table size should facilitate physical distancing to the extent possible</li> <li>• Arrange tables and chairs so that a 2 metre distance is maintained between each dining party.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Aisles should be wide enough to allow room for people to maintain physical distancing. Consider using one-way traffic flow to help maintain distancing.</li> <li>• Physical barriers should be installed where tables cannot be adequately separated. For example, heighten barriers between adjoined booths.</li> <li>• Remind diners that it is recommended that only members of the same household or cohort are seated together at a table.</li> <li>• Remove table condiments and other frequently touched items (e.g., salt and pepper shakers, ketchup, hot sauce).</li> <li>• Consider keeping music to a low volume to help patrons avoid leaning in to hear each another.</li> </ul>
<p><b>Entry and Waiting Areas</b></p>	<ul style="list-style-type: none"> <li>• Encourage table reservations to prevent lineups. Consider adding a question to the table reservation process regarding symptoms of COVID-19, and ask guests with symptoms to rebook.</li> <li>• Where waiting areas are not large enough to enable 2 metres of distancing, ask patrons to wait outside or in vehicles and text or call clients when their table is ready.</li> <li>• Provide hand sanitizer with at least 60% alcohol content for patrons and worker use as they enter and exit.</li> <li>• Mark floors to facilitate physical distancing in areas where line-ups occur, particularly in quick-service and take-out businesses.</li> <li>• Keep any line-ups away from dining areas.</li> <li>• Provide signage and guidance to guests regarding ordering and mobile orders.</li> </ul>
<p><b>Facility</b></p>	<ul style="list-style-type: none"> <li>• Notify attendees of the steps being taken to prevent the risk of transmission, and the importance of their roles in these measures.             <ul style="list-style-type: none"> <li>○ COVID-19 signage should be posted in highly visible locations:                 <ul style="list-style-type: none"> <li>▪ “Help prevent the spread” posters are <a href="#">available</a>.</li> <li>▪ When possible, provide necessary information in languages that are preferred by attendees.</li> </ul> </li> </ul> </li> <li>• Thoroughly sanitize each table after patrons leave.</li> <li>• Washroom capacity should allow for distancing between guests. For example, consider closing alternate urinals.</li> <li>• Washroom sanitation and supervision should be enhanced.</li> <li>• Staff should perform hand hygiene frequently.</li> <li>• Common touch devices, including digital ordering devices, bill presenters, self-serve beverage stations and touch-screen mobile ordering kiosks, must be regularly cleaned and disinfected.</li> </ul>

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<b>Service</b>	<ul style="list-style-type: none"><li>• Use contactless payment and avoid cash payments, where possible.</li><li>• In pubs and bars, patrons should not be permitted to lineup to purchase beverages. However, pubs and bars may allow patrons to sit at the bar to consume food and/or beverages.<ul style="list-style-type: none"><li>○ Consider removing chairs/stools to ensure that there is room for physical distancing.</li></ul></li><li>• Wait staff and servers should try to maintain 2 metres of distance from patrons wherever possible. When maintaining 2 metres of distance or using a physical barrier is not possible, servers should wear a face mask.</li><li>• Where reusable menus are used, thoroughly clean and sanitize between clients. Paper menus must be discarded after use.</li><li>• Use rolled silverware and do not pre-set tables. The person performing this task must follow hand hygiene practices.</li><li>• If self-serve beverage refills are available, provide guests with a new cup. Do not allow the refilling of used cups by guests.</li><li>• Items such as condiments, utensils, napkins, cups, straws and lids should be dispensed by staff and not displayed in bulk for customer access.</li></ul>
<b>Buffet and Self-Service</b>	<ul style="list-style-type: none"><li>• Consider offering prepackaged 'grab and go' meals.<ul style="list-style-type: none"><li>○ have patrons pre-order food items so that staff can pre-plate and pass to patrons (for example, in a hotel or motel serving breakfast to guests).</li></ul></li></ul> <p><b>At this time, only organized, structured and supervised buffet and self-service options are permissible.</b> Community and volunteer organizations, for example, should not provide buffets or self service options in Stage 2.</p> <p>The <b>following precautions apply</b> to buffets or self-service:</p> <ul style="list-style-type: none"><li>• Staff members should serve food from the buffet line to patrons, wherever possible.</li><li>• Where patrons serve themselves, provide hand sanitizer stations at the entrance and exit of the buffet areas.</li><li>• Have dedicated staff to:<ul style="list-style-type: none"><li>○ require patrons to sanitize their hands before and after proceeding through the buffet area;</li><li>○ dispense plates, utensils, napkins, straws, stir sticks, etc., to patrons;</li><li>○ control patron flow (e.g., maintain one-direction, orderly movement)</li></ul></li></ul>

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	<ul style="list-style-type: none"><li>○ remind patrons to physically distance;</li><li>○ change out serving utensils after use by each patron or table group; and</li><li>○ remind patrons to use new plates, cutlery, cups, etc., when returning to the buffet area.</li><li>● Keep hand sanitizer away from open flames or heat sources (e.g., warming trays).</li><li>● Implement an enhanced frequency for changing out, or cleaning and sanitizing, of lids or tray covers.<ul style="list-style-type: none"><li>○ Have replacement items readily available for quick change out.</li></ul></li><li>● Consider using single use, disposable serving utensils.</li><li>● Consider installing extended sneeze guards.</li></ul>
<b>Entertainment</b>	<ul style="list-style-type: none"><li>● Facilities are open for dining, delivery and take out only.</li><li>● At this time, dancing on dance floors, karaoke and other singing, shisha, hookah and water pipes are not permitted.</li></ul>